

# **EXHIBIT 13**

JOYCE

**METHODIST HEALTHCARE**  
**ASSOCIATE PERFORMANCE EVALUATION**

PERSONNEL NUMBER 143534 NAME Goodwin Joyce A

COST CENTER 0200 - 18342 DATE 10/16/2018

RETURN TO PAYROLL BY 11/30/2018 &lt;--NOTE

DATE OF EMPLOYMENT 11/02/2015 POSITION Administrative Assistant A/HRS 80.00

**SALARY INFORMATION**

PRESENT RATE		EFFECTIVE DATE	12/25/2016	12/11/2016	11/13/2016	11/02/2015
GRADE	BASE RATE	HOURLY RATE	17.14	17.14	17.14	16.56
08	17.74	REASON	Transfer	Transfer	Merit Increase	New Hire, Rehir
REASON Merit Increase	COMPA-RATIO 112%	POSITION TITLE	Administrative Assis	Administrative Assis	Administrative Assis	Administrative Assis
EFFECTIVE DATE 11/12/2017						

GRADE RANGE MIN - 12.64 MID - 15.89 MAX - 19.13

REVIEW PERIOD FROM \_\_\_\_\_ TO \_\_\_\_\_

II

How long has the Associate been in the present position? 2 YEARSHow long has the Associate been under your supervision? 2 YEARSPerformance Level: Exceeds expectations ☒ Meets expectations ☐ Needs improvement ☐Recommended Increase: 1.75 : New Rate: \$ 18.05 /hr.Effective Date: 11/11/2018**FOR PAYROLL USE ONLY**

Updated: DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

BY: \_\_\_\_\_

Retro Pay: YES: \_\_\_\_\_

NO: \_\_\_\_\_

Date: 11-29-18

Associate

Date: \_\_\_\_\_

Dept. Director or Manager

Exhibit L  
8 pagesDate: 29 NOV 18Date: 11/30/18

Supervisor

Administrator

**PART 2: PERFORMANCE EVALUATION**Associate Name: JOYCE GOODWIN

Values and Guiding Behaviors

Non-Supervisory Associates

Personnel Number: 143534Date: 28-NOVEMBER 2018**Our Mission**

Methodist Le Bonheur Healthcare, in partnership with its medical staffs, will collaborate with patients and their families to be the leader in providing high quality, cost-effective patient-and family-centered care. Services will be provided in a manner which supports the health ministries and Social Principles of The United Methodist Church to benefit the communities we serve.

**Our Vision**

Methodist Le Bonheur Healthcare is a faith-based healthcare system that, in partnership with its physicians, will be nationally recognized for delivering outstanding care to each patient, achieved through collaboration with patients and their families.

**Our Values****SERVICE, QUALITY, INTEGRITY, TEAMWORK, INNOVATION**

Performance Rating	Points	Rating Definition
Needs Development N	1	Performance does not consistently meet the standards and expectations of the job. Associate requires supervision to complete routine tasks and functions. Associate needs additional training, coaching or experience to meet expectations of the job. Associate's actions and demeanor are not always consistent with the MLH Values and Guiding Behaviors.
Meets Expectations M	2	Performance consistently meets the standards and expectations of the job. Associate is fully competent, performs the job well and produces substantial and meaningful results. Associate's knowledge and skills are respected. Associate is a team player who models service, is focused on quality outcomes and maintains expected standards of integrity. Associate is a willing learner and is open to change. Associate consistently demonstrates the MLH Values and Guiding Behaviors.
Exceeds Expectations E	3	Associate's performance far exceeds the normal job requirements by expanding the scope and impact of the job. Associate's demeanor and actions always exemplify the Methodist Le Bonheur Values and Guiding Behaviors. The Associate is recognized as a role model for others and leads by example.

**PART 2: PERFORMANCE EVALUATION****Values and Guiding Behaviors**

Non-Supervisory Associates

Associate Name: JOYCE GOODWINPersonnel Number: 143534Date: 28-NOVEMBER 2018

Service	Needs Development	Meets Expectations	Exceeds Expectations						
	1	2	Serves with a compassionate spirit and treats others with dignity and respect.	3 <u>3</u>					
<i>Patients and families are the heart of all we do.</i>	1	2	Accepts and values differences among people.	3 <u>3</u>					
	1	2	Listens to understand and meet the needs of patients and families.	3 <u>3</u>					
<b>Total Points for Service</b> <u>9</u> $\div 3 =$ <u>3</u> Check Appropriate Rating Box Below for SERVICE <table border="1"> <tr> <td>1.0 - 1.4</td> <td>Needs Development*</td> </tr> <tr> <td>1.5 - 2.4</td> <td>Meets Expectations</td> </tr> <tr> <td>2.5 - 3.0</td> <td>Exceeds Expectations</td> </tr> </table>				1.0 - 1.4	Needs Development*	1.5 - 2.4	Meets Expectations	2.5 - 3.0	Exceeds Expectations
1.0 - 1.4	Needs Development*								
1.5 - 2.4	Meets Expectations								
2.5 - 3.0	Exceeds Expectations								
*Requires written improvement plan.									

Provide examples to support rating:

Understands well the mission and spirit of the organization.

Understands well the principles and priority of the faith-based and patient family care and care of associates philosophy.

Always willing and eager to serve in all situations.

Provide appreciation, feedback and development (or improvement) plan for Service behaviors:

Excellent

Helps Associates to plan and identify resources for assistance.

**PART 2: PERFORMANCE EVALUATION**Associate Name: JOYCE GOODWIN**Values and Guiding Behaviors**

Non-Supervisory Associates

Personnel Number: 143534Date: 28-NOVEMBER 2018

Quality	Needs Development	Meets Expectations	Exceeds Expectations					
	1	2	Maintains respectful partnerships with our patients, families and other staff members to provide safe, reliable care.	3				
<i>We consistently provide the highest quality care through safe, proven practices.</i>	1	2 <u>2.5</u>	Openly shares information with patients, families and colleagues to achieve the best results.	3				
	1	2	Seeks out best practices and takes ownership for applying them.	3				
	<b>Total Points for Quality</b> <u>8.5</u> $\div 3 =$ <u>2.83</u> <b>Check Appropriate Rating Box Below for QUALITY :</b> <table border="1"> <tr> <td>1.0 - 1.4</td> <td>Needs Development*</td> </tr> <tr> <td>1.5 - 2.4</td> <td>Meets Expectations</td> </tr> <tr> <td>2.5 - 3.0</td> <td>Exceeds Expectations</td> </tr> </table>			1.0 - 1.4	Needs Development*	1.5 - 2.4	Meets Expectations	2.5 - 3.0
1.0 - 1.4	Needs Development*							
1.5 - 2.4	Meets Expectations							
2.5 - 3.0	Exceeds Expectations							
*Requires Written Improvement Plan								

Provide examples to support rating:

Professional presence and manner.

Willing to serve and understands patients, families and associates.

Provide appreciation, feedback and development (or improvement) plan for Quality behaviors:

No complaints and everyone appreciates Joyce's spirit and presence.

**PART 2: PERFORMANCE EVALUATION**Associate Name: JOYCE GOODWIN**Values and Guiding Behaviors**

Non-Supervisory Associates

Personnel Number: 143534Date: 28-NOVEMBER 2018

	Needs Development	Meets Expectations		Exceeds Expectations						
<b>Integrity</b>  <i>We accept and honor the trust placed in us through our faith-based mission.</i>	1	2	Follows through on commitments.	3 <u>3</u>						
	1	2	Holds self and others accountable for actions and outcomes in the care of our patients, their families and each other.	3 <u>3</u>						
	1	2 <u>2.5</u>	Does the right thing.	3						
<b>Total Points for Integrity</b> <u>8.5</u> $\div 3 =$ <u>2.83</u> Check Appropriate Rating Box Below for INTEGRITY: <table border="1" style="margin-top: 5px;"> <tr> <td>1.0- 1.4</td> <td>Needs Development*</td> </tr> <tr> <td>1.5 – 2.4</td> <td>Meets Expectations</td> </tr> <tr> <td>2.5 – 3.0</td> <td>Exceeds Expectations</td> </tr> </table>					1.0- 1.4	Needs Development*	1.5 – 2.4	Meets Expectations	2.5 – 3.0	Exceeds Expectations
1.0- 1.4	Needs Development*									
1.5 – 2.4	Meets Expectations									
2.5 – 3.0	Exceeds Expectations									
*Requires Written Improvement Plan										

Provide examples to support rating:

Keeps up well with complex requests, calls, situations and scheduling.  
 Plans ahead to avoid scheduling conflicts for holidays, etc.  
 Excellent people skills

Provide appreciation, feedback and development (or improvement) plan for Integrity behaviors:

Joyce does the right thing consistently.  
 Excellent job at finding balance for personal care and professional guidelines for Humanitarian Fund.

**PART 2: PERFORMANCE EVALUATION**Associate Name: JOYCE GOODWIN**Values and Guiding Behaviors**

Non-Supervisory Associates

Personnel Number: 143534Date: 28-NOVEMBER 2018

	Needs Development	Meets Expectations	Exceeds Expectations						
<b>Teamwork</b>  <i>Together we are better.</i>	1	2	Takes personal responsibility for working as part of a team to support patients and families. 3 <u>3</u>						
	1	2	Is willing to provide feedback, to be coached and to coach others for high performance. 3 <u>3</u>						
	1	2	Recognizes the contributions of every individual, shows appreciation and celebrates success. 3 <u>3</u>						
<b>Total Points for Teamwork</b> <u>9</u> $\div 3 =$ <u>3</u> Check Appropriate Rating Box Below for TEAMWORK: <table border="1" style="margin-top: 10px;"> <tr> <td>1.0- 1.4</td> <td>Needs Development*</td> </tr> <tr> <td>1.5 – 2.4</td> <td>Meets Expectations</td> </tr> <tr> <td>2.5 – 3.0</td> <td>Exceeds Expectations</td> </tr> </table>				1.0- 1.4	Needs Development*	1.5 – 2.4	Meets Expectations	2.5 – 3.0	Exceeds Expectations
1.0- 1.4	Needs Development*								
1.5 – 2.4	Meets Expectations								
2.5 – 3.0	Exceeds Expectations								
*Requires Written Improvement Plan									

Provide examples to support rating:

Participates in system, division and unit activities.

Open and flexible.

Provides positive reinforcement and encouragement to other associates.

Provide appreciation, feedback and development (or improvement) plan for TEAMWORK behaviors:

Excellent teamwork behavior and has full trust of Humanitarian Fund committee.



**PERFORMANCE EVALUATION –**  
**Values and Guiding Behaviors**  
 Non-Supervisory Associates

Associate Name: JOYCE GOODWINPersonnel Number: 143534Date: 28-NOVEMBER 2018

	Needs Development	Meets Expectations		Exceeds Expectations					
<b>INNOVATION</b>  <i>We are a learning organization and embrace new ways to get better results.</i>	1	2	Is personally willing change.	3					
	1	2	Is curious and openly seeks new approaches, processes, technology and practices to improve outcomes.	3					
	1	2	Collaborates with patients, families and the team to implement new ways of improving the health care experience.	3					
	<b>Total Points Innovation</b> <u>7.0</u> $\div 3 =$ <u>2.3</u> Check Appropriate Rating Box Below for INNOVATION: <table border="1" style="margin-top: 5px;"> <tr> <td>1.0 – 1.4</td> <td>Needs Development*</td> </tr> <tr> <td>1.5 – 2.4</td> <td>Meets Expectations</td> </tr> <tr> <td>2.5 – 3.0</td> <td>Exceeds Expectations</td> </tr> </table>				1.0 – 1.4	Needs Development*	1.5 – 2.4	Meets Expectations	2.5 – 3.0
1.0 – 1.4	Needs Development*								
1.5 – 2.4	Meets Expectations								
2.5 – 3.0	Exceeds Expectations								
*Requires Written Evaluation Plan									

Provide examples to support rating:

Helps in many ways with plans and direction of the Humanitarian Fund.

Provide appreciation, feedback and development (or improvement) plan for Innovation behaviors:

We will continue to work in 2019 to streamline Humanitarian Fund application process and paperwork as well as working on good list of other community services for associates.



Associate Name JOYCE GOODWINAssociate Personnel Number 143534**Part 3****Performance Evaluation Summary, Rating and Overall Development Plan  
Non-Supervisory Associates**

Date clinical competency assessment completed: n/a  
 (Maintain clinical competency record in department file. Do not forward to Human Resources.)

Enter average rating for each section of Part 2-  
Values and Guiding Behaviors

Average for Service 3Average for Quality 2.83Average for Integrity 2.83Average for Teamwork 3Average for Innovation 2.3(Total All Scores above and ÷ 5) 2.79Average for values and guiding behaviors: 2.79

(Multiple by 100)

Total Points Part 2 279Enter Total Points from Part 1 – Job Performance 267Add Total Points from Part 2- Values 279**TOTAL PERFORMANCE POINTS** 546

200-334 = Needs Development\*

335-534 = Meets Expectations

535-600 = Exceeds Expectations 546\*Rating of "Needs Development" requires  
written performance improvement plan.**OVERALL PERFORMANCE RATING** EXCEEDS**Leader Comments and Overall Development Plan:**

EXCELLENT ATTITUDE AND SERVICE SPIRIT  
A JOY TO WORK WITH EVERY DAY

**Associate Comments:**Associate Signature Joyce GoodwinDate: 11-29-18

I understand that my signature does not represent agreement with the evaluation, only acknowledgement that it has been reviewed with me.

Supervising Leader Signature [Signature]Date: 29-Nov-18

I confirm that this evaluation has been reviewed and approved by my supervisor and discussed with the Associate.

Level Up Leader Signature: [Signature]Date: 11/30/18